

Submit Complaint to:

SUBSURFACE SYSTEMS BUREAU 29 Hazen Drive, P.O. Box 95 Concord, NH 03302-0095 (603) 271-3501

N.H. DEPARTMENT OF ENVIRONMENTAL SERVICES (NHDES) SUBSURFACE SYSTEMS BUREAU (RSA 485-A) COMPLAINT FORM

SECTION 1:	(Please fill form out as complete as possible.)
VIOLATOR INFORMATION (IF DIFFERENT FROM OWNER):	9 OWNER IS VIOLATOR
Last Name: (or Company Name), First: Address: City: State: Phone Number (if known):	MI: _Zip:
	on (designer, installer, construction activity) have detailed information about the violators the extent of their involvement in corporation or entity please provide details on relationship of workers in the field
OWNER INFORMATION: Last Name: (or Company Name), First:_ Address: City: State: Phone Number (if known): Date obtained If multiple owners or ownership has changed hands during violation please listransferred and what their relationship to the property was/is.	
CONTRACTOR OR AGENT INFORMATION: _CONTRAC	CTOR AGENT
Last Name: (or Company Name), First: _ Address: City: State: Phone Number (if known):	MI: _Zip:
COMPLAINANT INFORMATION (PERSON MAKING COMPLAINT):	
Do you wish your name to be kept confidential by NHDES?	Yes No
Last Name:(or Company Name), First Address: City: State: Phone Number (optional)	: MI: _ Zip:
Please print and sign name.	
Print Name: Signature:	

DID THE OWNER OR VIOLATOR OR THEIR EMPLOYEES RETAIN ANY PROFESSIONALS TO ASSIST THEM IN THE DEVELOPMENT OF THE LAND? Provide any technical or other information prior to carrying out work in question (engineer, wetland scientist, contractor, attorney, surveyor, septic designer, soil scientist, geologist)? If yes, who?	
Organization:	
What information was provided by this person and to whom was it provided? Approximately when was this information provided?	
SECTION 2:	
LOCATION OF ALLEGED VIOLATION:	
Street/Road/Highway: Town: Tax Map #: Lot #:	
SKETCH MAP WITH DIRECTIONS SHOWING LOCATION OF ALLEGED VIOLATION (CANNOT be inspected without this). A sketch diagramming the violation in relationship to fixed reference points such as roads, houses, rock walls, lake front would be very useful. This is very important. Many times complaints include a copy of a subdivision map without specifically showing how to get to the specific street within your town. Failure to include this information will cause delays in processing your complaint. If the violation is included on a large parcel of land, please explain clearly how violation can be found on the property.	
SECTION 3:	
Description of alleged violation (with estimate of area):	
SECTION 4:	
When was the work done? (if ongoing indicate start & end date):	
Have you contacted your local town officials? (Health officer, building inspector, code enforcement officer, etc.)	
Additional Enclosures (Submit the following attachments, if available):	
PhotosDrawingsUSGS MapSCS MapNWI Map Aerial Photos (for \$5.00 aerial copies can be obtained from NH DOT)	
Miscellaneous:	
(ALL INFORMATION MUST BE OBTAINED W/OUT TRESPASS) W44444444444444444444444444444444444	

PLEASE SEND A COPY OF THIS FORM TO YOUR LOCAL CONSERVATION COMMISSION (IF APPLICABLE).

USGS = US Geological Survey map

SCS = Soil Conservation Service map

HOW TO FILE A COMPLAINT With The NHDES SUBSURFACE SYSTEMS BUREAU

- 1. Determine whether the work in question is in the jurisdiction by calling the N.H. Department of Environmental Services ("NHDES"), Subsurface Systems Bureau at 271-3501 between 8:00 am and 4:00 pm. The Bureau has jurisdiction over individual septic systems and subdivisions. There are some exemptions such as the replacement of existing systems that are grandfathered.
- 2. Obtain a complaint form from the Subsurface Systems Bureau. It is advisable to make all requests in an enforcement case in writing.
- This form can be filled in directly or used to provide guidance on the type of information needed to file a complaint. If an incomplete complaint is filed with the Subsurface Systems Bureau, it will be delayed.
- 4. The Subsurface Systems Bureau has minimal staff available to review, process and inspect complaints. Any background work you can do will greatly facilitate review of your complaint.
- 5. **Do not** file a complaint if you just want to get back at your neighbor. Civil disputes where the Subsurface Systems Bureau has marginal (if any) jurisdiction will not be given a priority.
- 6. **Location** is the key in filing a complaint. The most common missing item in complaints that are filed is a location map. The inspectors who travel within the state are not familiar with every town. Detailed directions with landmarks and descriptions of how to find a property are needed.
- 7. If the violation is old, historical research is necessary to determine who did the work, when it was done, and if the Subsurface Systems Bureau had jurisdiction at the time the work was done.
- 8. Locating the violation on a US Geological Survey map is very useful so that we can easily enter this complaint into our GIS database. In the event it is necessary for the staff to perform further research, this documentation may assist them.
- 9. Photos should be mounted and labelled on reverse side identifying when the photo was taken, who took the photo, and what the photo shows.
- 10. All information must be obtained without trespass.
- 11. In some instances, your local health officer, building inspector or code enforcement officer needs to be notified of a situation. Check with your town office.

Dated: June 10, 1998